CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:
Classification Specification: PARKS PROGRAM ASSISTANT
Salary Range: NR23
Position Description: HOME REPAIR Program Assistant
Incumbent:
Location: Parks, Recreation and Community Services Department – Human Services

GENERAL PURPOSE:

Under the direction of the Human Services Manager or designee, perform a variety of responsible administrative duties in support of the Home Repair Program, and process administrative details not requiring the immediate attention of the assigned supervisor.

Work is characterized by complex administrative, clerical, accounting and technical duties in support of the Home Repair program. Duties and responsibilities generally include, but are not limited to, scheduling work, monitoring City performance goals, qualifying participants, conducting outreach programs, coordinating communications for the programs; tracking and reporting HUD performance and outcome measures; processing forms, records and reports; preparing and editing correspondence, reports and other materials; scheduling and recording meetings and conferences; assisting with special projects; ordering and maintaining supplies; and performing other technical duties as assigned. The incumbent also assists in monitoring expenses and maintaining client files, including grant allocations.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. The incumbent and supervisor work together to develop the deadlines, projects, and work to be completed. Incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Serve as program assistant for the Home Repair program to provide a variety of clerical, technical and administrative support duties.

Evaluate and qualify participants based on grant requirements. Maintain participant files and update required substantiating documents.

Prepare HUD environmental review checklists for each property served.

Prepare bid invitations, notice of award and notice to proceed. Track building permits and final inspections.

Provide resource and referral assistance to home repair clients.

Schedule first inspection and repair appointments with clients; prepare and assign work schedule for home repair crew; schedule contractors for services.

Record all client expenditures, including labor costs, in client files to ensure spending caps are not exceeded.

Monitor monthly financial reports and prepare monthly reimbursement reports for drawdowns.

Maintain database of Home Repair clients including all information required for grant reporting purposes.

Issue purchase orders, collect receipts, balance procurement card accounts, establish and follow up on new vendors, track payments, troubleshoot invoices and payment questions relating to assigned program. Prepare purchase orders bi-monthly, assigning budget numbers and vendor information.

Provide information on Comcast Discount Program; mail applications, review applications and determine if applicant qualifies; submit information to Comcast.

Maintain Home Repair web page and manage online applications and program questions.

Answer telephones; provide information and assistance to callers/visitors including citizens, City employees, contractors, consultants, and various outside agencies; explain City policies and procedures; and take messages or refer calls or visitors to appropriate personnel or departments.

Collect and compile statistical data on various subjects, such as client demographics and service quality surveys for performance measures, and other information for inclusion into special and periodic reports; prepare special reports such as federal grant reports, as necessary; research and analyze information and establish appropriate report formats; and track First Aid and CPR status for staff.

Monitor performance goals and conduct annual client survey.

Establish and maintain complex, inter-related filing systems, such as HOME REPAIR client files, programs files and contractor files.

Assist in developing procedures to expedite transmittal of information or facilitate implementation of program services.

Represent Home Repair program at meetings including but not limited to South King County Forum, Washington Home repair Network, etc.

Prepare a variety of correspondence, memoranda, minutes, reports, Home Repair displays and other material; edit and proof correspondence, reports, flyers and brochures for the Home Repair program; arrange and schedule meetings.

Attend meetings, seminars, conferences and training as appropriate; maintain a current understanding of department functions and programs.

Prepare and process bulk mailings; maintain public mailing lists.

Prepare and maintain inventories of supplies and equipment requisition purchases, as needed.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Municipal organization, operations, policies and objectives
- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs
- General human services referral information
- Basic budgeting procedures including preparation, monitoring, transfers and reporting
- Correct usage of English grammar, spelling, punctuation and vocabulary
- Effective oral and written communications skills
- Basic bookkeeping and accounting principles, practices and procedures
- Technical aspects of field of specialty, including construction terminology, etc.
- Record-keeping techniques
- Basic administrative research methods and practices
- Telephone techniques and etiquette

SKILLED IN:

- Demonstrating effective interpersonal skills using tact, patience and courtesy
- Using proper telephone techniques and etiquette to properly assist a diverse assortment of inquiries and persons
- Processing purchase orders and related records
- Composing and editing correspondence and reports
- Assembling diverse data and preparing reports
- Applying the modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs to assigned tasks
- Maintaining inter-related files and records
- Understanding and following oral and written directions

ABILITY TO:

- Perform clerical and administrative duties and relieve the supervisor of administrative details
- Compose, proofread and edit general and special correspondence and reports including letters, memoranda, management reports, etc.
- Establish and maintain effective and cooperative working relationships with others
- Plan and organize work to meet schedules and timelines
- Work confidentially with discretion
- Analyze situations accurately and adopt an effective course of action
- Work independently with minimum direction
- Read and comprehend business correspondence, policies and procedures
- Add, subtract, multiply, and divide quickly and accurately
- Compute rate, ratio, and percent and to draw and interpret bar graphs
- Apply common sense understanding to carry out instructions furnished in written, oral or diagram form
- Operate a variety of office equipment, including personal computer, as required

EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, supplemented some college level

course work or training in public or business administration or a related

field; and

Experience: Two (2) years of increasingly responsible administrative support or related

experience with public contacts.

Or: In place of the above requirement, the incumbent may possess any combination of relevant education and experience which would

demonstrate the individual's knowledge, skill and ability to perform the

essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State Driver's License
- Subject to a Washington State Patrol background inquiry pursuant to RCW 43.43.832

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer including spreadsheet and word processing software, printer, telephone, fax machine, copy machine, calculator, credit card machine, cash register, and projector.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. Frequently is required to reach with hands and arms. Occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. Must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed primarily in an indoor office environment, subject to multiple interruptions by walk-in citizens and employees, telephone calls, and interoffice activities. Work is sometime performed in an outdoor environment at construction sites. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile. The noise level in the work environment is usually moderate in the office to loud in the field.

Position Description: Home Repair Program Assistant

Page 6 of 6

SIGNATURES:

Incumbent's Signature

Date

Supervisor's Signature

Date

Approval:

Department Director/Designee

Date

Employee Services Director/Designee Date

** Note:

This document will be reviewed and updated annually at the time of the employee's performance appraisal; when this position becomes vacant; or, if the duties of this

Revised: 04/16/04; 10/31/07

position are changed significantly.